

Grievance Redressal Process – Credit Cards

To enable us to respond to your Credit Card query, please send your communication as per the below Escalation Matrix:

First Level Grievance Redressal Forum:

Customer Service - Please call our 24-Hrs Toll free. Customer Service number at 1800 121 9050 and our executives will be glad to assist you.

or

Email - If you wish to choose electronic mail for Communication with the bank, please email your Grievance to cardservices@rblbank.com

or

Letter - For sending any written correspondence, Please write to the following address:

Manager - Credit Cards Service,
RBL Bank Limited
Cards Operating Centre - COC, JMD Megapolis , Unit No 306-311 - 3rd Floor
Sohna Road ,Sector 48, Gurgaon, Haryana 122018

We will respond to you within 10 days of receiving your letter or email depending on the nature of your query and the time required for resolution and communication.

Please provide us with the following details while writing to us to help us address your concerns.

1. Your Full Name
2. Your account details, if you are an existing Customer
3. Your Contact Details (address, telephone number and e-mail)

Second Level Grievance Redressal Forum:

In case you do not get a response from us in 10 days, or are not satisfied with the resolution provided by Level 1 escalation, you may email or write to Head – Credit Cards Service

Email -

headcardservice@rblbank.com or

Letter - Please write to the following address:

Manager - Credit Cards Service,
RBL Bank Limited
Cards Operating Centre - COC, JMD Megapolis , Unit No 306-311 - 3rd Floor
Sohna Road ,Sector 48, Gurgaon, Haryana 122018

Please quote the reference number provided to you in your earlier interaction along with your account number/credit card number to help us understand and address your concerns.

Third Level Grievance Redressal Forum:

In case you are still not satisfied with the resolution provided, you may email your grievance to our Nodal officer at,

Email -

principalnodalofficercards@rblbank.com or

Letter - Please write to the following address

Manager - Credit Cards Service,

RBL Bank Limited

Cards Operating Centre - COC, JMD Megapolis , Unit No 306-311 - 3rd Floor

Sohna Road ,Sector 48, Gurgaon, Haryana 122018

Contact number: 0124 - 6102221

Banking Ombudsman

In the event you do not receive a “final response” within 30 days from the date you raised your issue, or are dissatisfied with the same, you may approach the Banking Ombudsman for an independent review. For more details on Banking Ombudsman you can visit:

http://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=164